



State of Illinois
Illinois Commerce Commission
Service Quality and Customer Credit Reporting
Quarterly Filing

Madison River Communications, LLC
d/b/a Gallatin River Integrated Communications Solutions
for Filing Period 10/1/2009 to 12/31/2009
Tracking Number 3220

Performance Data - Code Part 730

	October	November	December	Quarterly Average
A. Operator Answering Time - Toll and Assistance Section 730.510(a)(1)	2.20	2.10	2.80	2.37
B. Operator Answer Time - Information Section 730.510(a)(1)	6.41	8.71	7.19	7.44
C. Repair Office Answer Time Section 730.510(b)(1)	4.00	3.00	2.00	3.00
D. Business or Customer Service Answer Time Section 730.510(b)(1)	23.00	126.00 *	90.00 *	79.67 *
E. Percent of Service Installations Section 730.540(a)	99.70 %	100.00 %	99.60 %	99.77 %
F. Percent of Out of Service Lines Repaired in < 24 hours Section 730.535(a)	99.20 %	99.50 %	99.70 %	99.47 %
G. Trouble Reports per 100 Access Lines Section 730.545(a)	1.90	1.50	1.30	1.57
H. Percent Repeat Trouble Reports Section 730.545(c)	9.70 %	10.40 %	7.90 %	9.40 %
I. Percent of Installation Trouble Reports Section 730.545(f)	28.00% *	30.00% *	32.00% *	30.00% *
J. Missed Repair Appointments Section 730.545(h)	5	2	1	3
K. Missed Installation Appointments Section 730.540(d)	1	0	1	1

Credit due in accordance with Section 732.30(a)

Out of Service More Than 24 Hours	October	November	December	Totals
A. Total dollar amount of all customer credits paid	\$4.93	\$1.57	\$0.75	\$7.25
B. Number of credits issued for repairs - 24-48 hours	5	2	1	8
C. Number of credits issued for repairs - 48-72 hours	0	0	0	0
D. Number of credits issued for repairs - 72-96 hours	0	0	0	0
E. Number of credits issued for repairs - 96-120 hours	0	0	0	0
F. Number of credits issued for repairs > 120 hours	0	0	0	0
G. Number of exemptions claimed for each of the categories identified in Section 732.30(e)	0	0	0	0
H. Number of customers receiving alternate phone service rather than receiving a credit	0	0	0	0

Credit due in accordance with Section 732.30(b)

Failure to Install Basic Local Exchange Service	October	November	December	Totals
A. Total dollar amount of all customer credits paid	\$1.53	\$0.00	\$2.30	\$4.00
B. Number of installations after 5 business days	0	0	0	0
C. Number of installations after 10 business days	0	0	0	0
D. Number of installations after 11 business days	0	0	0	0
E. Number of exemptions claimed for each of the categories identified in Section 732.30(e)	0	0	0	0
F. Number of customers receiving alternate phone service rather than receiving a credit	0	0	0	0

Credit due in accordance with Section 732.30(c)

Missed Appointments	October	November	December	Totals
A. Total dollar amount of all customer credits paid	\$6.46	\$1.57	\$3.03	\$11.06
B. Number of customers receiving credits	6	2	2	10
C. Number of exemptions claimed for each of the categories identified in Section 732.30(e)	0	0	0	0